

WHO SHOULD APPLY

This certification program is designed to provide a basic foundation for city-county employees who have recently entered the support staff career field which may include positions such as Administrative Support Associate, Administrative Support Specialist, Account Clerk, and Customer Service Clerk.

REQUIREMENTS

- No cost.
- 12 month commitment.
- Participate in homework and outside projects.
- Complete 7 classes totaling 21 hours. Classroom training lasts no more than 3 hours per session.
- Complete approximately 13 hours of computer training. Dates and times are at the discretion of the participant.
- Meet with peer group at least one hour for 7 meetings.
- Complete journal entries (two questions and two activities) each month.
- Supervisor support.

APPLICATIONS

Applications for the program are available at www.montgomerypersonnel.com under the Employee Training link and must be submitted no later than April 19, 2019.

QUESTIONS

If you have questions, please contact Cami Hacker at chacker@montgomeryal.gov.



ADMIN SUPPORT

LEVEL 1

CERTIFICATION PROGRAM

YOU! THE JOURNEY

This three hour course will lead you in planning your career journey. The class includes self evaluation of your strengths, personality, interests, values, and more to help you set goals for your development. In addition, you'll receive specific ideas for how to develop new skills and refine existing skills. Finally, we will discuss ways to evaluate your progress in working towards your goals.

This is a one-time three hour class.

CREATE A GREAT DAY

ORGANIZING YOUR TIME, TASKS, AND RESOURCES

This course is all about organizing your work life to craft and create the best day possible. We'll cover topics that include the following:

- Organizing your files, your desk, and your electronic documents
- Managing your time
- Working around a lack of resources
- Getting things done in spite of others and yourself

This course has two parts totaling five classroom hours.

TURN A MESS INTO A MESSAGE

This course is about effectively communicating. Effective communications skills are a key component to a successful career. We will cover topics that include the following:

- Written communication skills
- Oral communication skills
- Body language and its effect on communication
- Formal and informal communications

This course has two parts totaling five classroom hours.

AT YOUR SERVICE

This course is about approaching your daily work from the perspective of "providing service". We'll work together to identify who your "customers" are (Spoiler Alert: Bosses and co-workers are customers too!) and how your attitudes and perceptions can direct the customer service experience. We'll explore how quality service doesn't always guarantee satisfaction and why that's okay. We'll discuss personal codes of service and you'll begin the process of crafting your own. We'll even discuss practical and practicable techniques for handling toxic situations.

This course has two parts totaling five classroom hours.

COMPUTER SKILLS

As part of the program, you will complete approximately 13 hours of computer training: Word 2013 Introduction, Excel 2013 Introduction, and Outlook 2013 Introduction. You will be able to self-schedule time in the Personnel computer lab to complete this training. You will receive further information once accepted into the certification program.